

Title: **Metrics Reporting System**

Session: **T-1-1630**



# Objectives

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- Provide an overview of the UBO Third Party Collections Metrics Reporting System (MRS)
- Provide the basics for users to include new upgrades
- Planned training dates for users



# Types of TPC Metrics/DD 2570 Data

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- DD 2570 Data Reporting
- Web-based tool for reporting TPC data collected through CHCS and TPOCS
- Separate reports for inpatient and outpatient activity
- Reports are submitted quarterly and data are cumulative
- Each report contains summary information
  - Number of inpatient dispositions/outpatient visits
  - Number of claims
  - Number of collections
  - Dollar amount billed
  - Dollar amount collected
  - Dollar amount of adjustments and refunds (closed claims)
  - Dollar amount remaining uncollected (open claims)



# MRS Data - Screen 1

Field Description	CFY	PY1	PY2
No. of NAD Dispositions/Visits			
No. of Claims			
No. of Collections			
Total Dollar Amount Billed			
Adjustments and Refunds			
Amount Collected in PY2			
Amount Collected in PY1			
Amount Collected Current FY			
Amount Remaining Uncollected			



# MRS Data - Open Claims/Amount Remaining Uncollected

Field Description	CFY	PY1	PY2
Open Claims			
Transferred To External Agent			
MTF Not A Participating Hospital			
Plan Excludes Military Hospitals Or Beneficiaries			
Patient Had No Obligation To Pay			
Insurer Paid Patient Directly			
Other			



# MRS Data - Closed Claims/Adjustments and Refunds

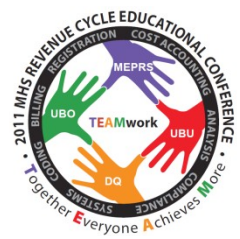
Field Description	CFY	PY1	PY2
Amount of Coverage			
Patient Not Covered, Care Provided Not Covered, Or Policy Expired			
TRICARE And/Or Income Supplemental Plans			
Medicare Supplemental Plans			
HMO/PPO			
MTF Did Not Comply With Utilization Review Procedures			
Refunds			
Patient Copays And Deductibles			
Other			
Other			



# MRS Users

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- MTF Level Users
  - Data entry
  - Data edit
  - Data review and analysis
- Regional/MAJCOM Users
  - Data validation and correction
  - Data review and analysis
- Service UBO Managers
  - Service validation
  - Data review and analysis



# Metrics Data Collection and Validation Process

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- MTF users run reports on the first working day of a new quarter
- MTF users enter data into the MRS
- The MRS rule-checks data and generates error messages requiring correction
- Regional and Service Managers review and validate MTF data
- Data are frozen for upward-reporting six weeks following the end of the reporting quarter





# Sources of MRS Data

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- CHCS for Inpatient
  - TPC Report of Program Results
  - Select TPC Quarterly Output Products Menu  
Option: PRR
- TPOCS for Outpatient
  - TPCP Report on Program Results
  - Non-Active Duty (NAD) dispositions and visits must be determined separately



# Using the Metrics Reporting System

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- The Metrics Reporting System is a Web-based application
- A user needs
  - The URL – [www.ubometrics.org](http://www.ubometrics.org)
  - User ID
  - Password
- The following slides provide annotated screen captures for the primary system functions



# MRS Primary Menu Options

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- Getting Started
  - Provides a downloadable presentation on using the MRS
- Add Report
  - Allows the user to select a new report and enter data
- Edit Report
  - Allows the users to retrieve an un-validated report and change data



# MRS Primary Menu Options - *Continued*

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- Validate/View Current Reports
  - Allows MTF users to view reports prior to roll-up
  - Allows regional/MAJCOM and Service Managers to validate reports
- Rolled-Up Reports
  - Allows users to view rolled-up/locked reports
- Change Password
- Help Desk
  - One way for users to contact the UBO Help Desk



# Login Page

UBO Quarterly Reporting System - Microsoft Internet Explorer

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## Uniform Business Office

### UBO • Metrics Reporting System

User ID:

Password:

[Forgot your Password?](#)

**NOTICE:** This is a private computer system. All users of this system are subject to having their activities audited. Anyone system consents to such auditing. Access to and use requires explicit written, current authorization and is limited to purp organization's business. Unauthorized access or attempts to use, alter, destroy, or damage data, programs, or equipmen applicable law and could result in criminal prosecution, civil liability, or both.

User ID  
may be  
upper or  
lower  
case

Password  
is case  
sensitive

Enter User ID and  
Password and click  
Submit



# Welcome Page

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Address <http://www.ubometrics.org/index.asp>

## Uniform Business Office • Metrics Reporting System

[Getting Started](#) [Add Report](#) [Edit Report](#) [View Current Reports](#) [Rolled Up Reports](#) [Change Password](#) [Help Desk](#) [Logoff](#)

### Welcome Altarum

The UBO Metrics Reporting System is a web-based program. It will provide roll-up totals and data between your MTF and others of

Click **Getting Started** for a tutorial on the MRS  
Click **Add Report** to add a new record  
Click **Edit Report** to edit an existing record  
Click **View Current Reports** to view open reports  
Click **Rolled Up Reports** to view locked reports  
Click **Password** to change your password  
Click **Helpdesk** to create a trouble ticket  
Click **Logoff** to exit the MRS



# Getting Started

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Logoff

Welcome Alan

The UBO Metrics Reporting System is a web-based tool that provides a comprehensive view of your business performance. It will provide roll-up totals at the Service- level and will enable you to drill down to the individual level.

**Getting Started (Online Help)**

[Click here to start Online Help](#)

[Click here to download Help file](#)

Done Internet

javascript:openWindow('.../ubohelp/index.htm')

start Uniform Business Office http://204.106.16... Annual Conference Tom White - Inbo... Microsoft PowerP... 3:47 PM

Select Online Help to view the training presentation through your Web browser

Or download the presentation





# Add Report Page

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Address <http://204.106.16.73/UBO/index.asp>

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report Validate/View Current Reports Rolled Up Reports Site Report Administration Help Desk

[Logoff](#)

Redstone Arsenal (Fox Army Health Clinic) Data Entry Form					
Branch:	ALL				
Region:	ALL				
Dmis ID:	0001				
Name:	Tom White				
<b>Select Report, choose a Fiscal Year and choose a Quarter.</b>					
Report:	Inpatient	Fiscal Year:	2005	Quarter:	Second Quarter

Add

Select a Report Type,  
Fiscal Year, and Quarter,  
then click **Add**





# Add Report Page — Continued

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Redstone Arsenal (Fox Army Health Clinic)  
Data Entry For

**Branch:** Army

**Region:** South East

**DMIS ID:** 0001

**Name:** Altarum

**Step 1: Enter Part 1 of your data.**

**Report:** Inpatient **Fiscal Year:** 2005 **Quarter:** 1

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0

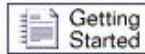
Enter numeric only data in the column fields

Data must be precise to the penny

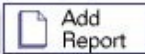


# Add Report Page — Continued

## Uniform Business Office UBO • Metrics Reporting System



Getting Started



Add Report



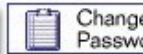
Edit Report



View Current Reports



Rolled Up Reports



Change Password



Help Desk

**Logoff**

**Step 1: Enter Part 1 of your data.**

<b>Report:</b>	Inpatient	<b>Fiscal Year:</b>	2005	<b>Quarter:</b>	1
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Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
No. of Claims	<input type="text" value="0"/>	<input type="text" value="0"/>	
No. of Collections	<input type="text" value="0"/>	<input type="text" value="0"/>	
Total Dollar Amount Billed	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	
Adjustments and Refunds	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	
Amount Collected in PY2			
Amount Collected in PY1		<input type="text" value="\$0.00"/>	
Amount Collected Current FY	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Amount Remaining Uncollected	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>

Enter numeric only data in the column fields

Click the **Next** button to save the data and move to the next step

Next

Reset

Press the **Reset** button to clear all data and re-enter data



# Add Report - Open Claims Data Page

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Y! Search Web NEW Toolbar Update Mail My Yahoo! Personals Games Music Sign In

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Logoff

**Redstone Arsenal (Fox Army Health Clinic)**  
**Open Claims Form**

**Branch:** Army  
**Region:** South East  
**DMIS ID:** 0001  
**Name:** Altarum

**Step 2: Enter Open Claims data.**

**Report:** Inpatient **Fiscal Year:** 2005 **Quarter:** 1

Reason Code	Description	CFY	PY 1	PY 2
1	Open Claims	\$0.00	\$0.00	\$0.00
2	Transferred To External Agent	\$0.00	\$0.00	\$0.00

Enter numeric only data in column fields, then scroll down for additional reason codes

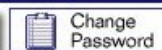
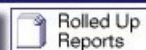
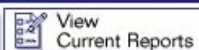
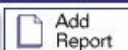


# Add Report - Open Claims Data

## Page

## Continued

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[Logoff](#)

DMIS ID:	0001				
Name:	Altarum				
<b>Step 2: Enter Open Claims data.</b>					
Report:	Inpatient	Fiscal Year:	2005	Quarter:	1

If numeric data is entered into columns of Reason Code 7, user must enter a text description in the Other field

Reason Code	Description	CFY	PY 1	PY 2
		<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
	Internal Agent	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
	Referring Hospital	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
	Referring Hospitals Or Beneficiaries	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
5	Patient Had No Obligation To Pay	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
6	Insurer Paid Patient Directly	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
7	Other <input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Total Open Claims		\$0.00	\$0.00	\$0.00

Click the **Next** button to save the data and move to the next step





# Add Report - Closed Claims Data Page

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

**Redstone Arsenal (Fox Army Health Clinic)**  
**Closed Claims Form**

**Branch:** Army  
**Region:** South East  
**DMIS ID:** 0001  
**Name:** Altarum

**Step 3: Enter Closed Claims data.**

**Report:** Inpatient **Fiscal Year:** 2005 **Quarter:** 1

Reason Code	Description	CFY	PY 1	PY 2
8	Amount of Coverage	\$0.00	\$0.00	\$0.00
9	Patient Not Covered, Care Provided Not Covered, Or Policy Expired	\$0.00	\$0.00	\$0.00
		\$0.00	\$0.00	\$0.00

Enter numeric only data in column fields, then scroll down for additional reason codes



# Add Report - Closed Claims Data Page — Continued

## Uniform Business Office • Metrics Reporting System

Getting Started

Add Report

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Change Password

Help Desk

[Logoff](#)

<b>Report:</b>	Inpatient	<b>Fiscal Year:</b>	2005	<b>Quarter:</b>	1
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Reason Code	Description	CFY	PY 1	PY 2
8	Amount of Coverage	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
9	Patient Not Covered, Care Provided Not Covered, Or Policy Expired	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
10	TRICARE And/Or Income Supplemental Plans	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
	Authorization Review Procedures	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
15	Patient Copays And Deductibles	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
16	Other <input style="width: 100px;" type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
17	Other <input style="width: 100px;" type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
<b>Total Closed Claims</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

If numeric data is entered into columns of Reason Code 16 and 17, user must enter text descriptions in the Other field

Click the **Submit** button to save the report and move to the next step

→



# Add Report - Data Validation Page

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Data Entry Validation				
Branch:	Army			
Region:	South East			
DMIS ID:	0001			
Name:	Altarum			
Report:	Inpatient	Fiscal Year:	2005	Quar

**Comments**

Scroll down to review data entered in the report

Comment field is used to report important additional information such as collections for prior years 3, 4, & 5 or an MTF no longer provides inpatient care



# Add Report - Data Validation Page — *Continued*

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## Uniform Business Office • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Review the data and  
then scroll down

Field Description		PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0
Claims Per Dispositions/Visits	0.00%	0.00%	0.00%
Dollar Amount Billed	\$0.00	\$0.00	\$0.00
Adjustments And Refunds	\$0.00	\$0.00	\$0.00
Amount Collected in PY2	\$0.00	\$0.00	\$0.00
Amount Collected in PY1	\$0.00	\$0.00	\$0.00
Amount Collected Current FY	\$0.00	\$0.00	\$0.00
Amount Remaining Uncollected	\$0.00	\$0.00	\$0.00





# Add Report - Data Validation Page — Continued

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

[Logoff](#)

**Open Claims**

Review the data and then scroll down

Field Description	CFY	PY 1	PY 2
Open Claims	\$0.00	\$0.00	\$0.00
Transferred To External Agent	\$0.00	\$0.00	\$0.00
MTF Not A Participating Hospital	\$0.00	\$0.00	\$0.00
Plan Excludes Military Hospitals Or Beneficiaries	\$0.00	\$0.00	\$0.00
Patient Had No Obligation To Pay	\$0.00	\$0.00	\$0.00
Insurer Paid Patient Directly	\$0.00	\$0.00	\$0.00
Other 0	\$0.00	\$0.00	\$0.00



# Add Report - Data Validation Page — Continued

## Uniform Business Office UBO • Metrics Reporting System



**Logoff**

Closed Claims			
Field Description	CFY	PY 1	PY 2
Amount of Coverage	\$0.00	\$0.00	\$0.00
Patient Not Covered, Care Provided Not Covered, Or Policy Expired	\$0.00	\$0.00	\$0.00
TRICARE And/Or Income Supplemental Plans	\$0.00	\$0.00	\$0.00
Medicare Supplemental Plans	\$0.00	\$0.00	\$0.00
		\$0.00	\$0.00
		\$0.00	\$0.00
		\$0.00	\$0.00
		\$0.00	\$0.00
		\$0.00	\$0.00
		\$0.00	\$0.00

Review and select which action to take after validating the data:  
Click the **Submit** button to complete the submission process;  
Click the **Edit** button to edit the data before submission; and  
Click the **Undo** button to terminate the submission and delete all data entered for that period

Click on the <b>Submit</b> button to complete the submission process.	<input type="button" value="Submit"/>
Click on the <b>Edit</b> button to edit your data before submitting.	<input type="button" value="Edit"/>
Click on the <b>Undo</b> button to completely remove all entered data for this period.	<input type="button" value="Undo"/>



# Edit Report Data Page

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## Uniform Business Office UBO • Metrics Reporting System

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**Logoff**

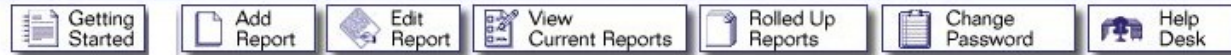
Redstone Arsenal (Fox Army Health Clinic) Data Edit Form				
Branch:	Army			
Region:	South East			
DMIS ID:	0001			
Name:	Altarum			
Report:	2005	Quarter:	1	
	CFY	PY 1	PY 2	
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0	
No. of Claims	0	0	0	
No. of Collections	0	0	0	

Users can edit data previously entered in **Step 1**



# Edit Report Data Page — Continued

## Uniform Business Office UBO • Metrics Reporting System



**Logoff**

No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
	0	0	0
	0	0	0
	0.00%	0.00%	0.00%
Total Dollar Amount Billed	\$0.00	\$0.00	\$0.00
<u>Adjustments and Refunds</u>	\$0.00	\$0.00	\$0.00
			\$0.00
		\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
<u>Amount Remaining Uncollected</u>	\$0.00	\$0.00	\$0.00

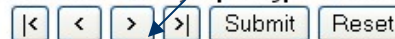
Select the **Adjustments and Refunds** field to edit data previously entered in **Step 3**

Select the **Amount Remaining Uncollected** field to edit data previously entered in **Step 2**

Users can step through the records using the navigation bar

Comments

Record 1 of 4 ordered by **Report Type** and **Fiscal Year**



Note: Reports that have been validated can no longer be edited by the user and need to be edited by the validator





# Validate/View Current Reports

## Page

## Regional POC View

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### Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report **Validate/View Current Reports** Rolled Up Reports Site Report Change Password Help Desk

**Region Manager Data Validation**

The \* indicates a record that has errors.

Dmis Id	Facility Name	Fiscal Year	Report Type	Region Poc
<a href="#">0035</a>	NACC Groton	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0038</a>	NH Pensacola	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0038</a>	NH Pensacola	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0039</a>	NH Jacksonville	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0039</a>	NH Jacksonville	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0056</a>	NH Great Lakes	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0056</a>	NH Great Lakes	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0091</a>	NH Camp Lejeune	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0091</a>	NH Camp Lejeune	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0092</a>	NH Cherry Point	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0092</a>	NH Cherry Point	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0100</a>	NACC Newport	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0100</a>	NACC Newport	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0103</a>	NH Charleston	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0104</a>	NH Beaufort	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
<a href="#">0104</a>	NH Beaufort	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0107</a>	NMC Millington	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0118</a>	NH Corpus Christi	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
<a href="#">0124</a>	NMC Portsmouth (VA)	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>

Done

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Internet 3:28 PM

**To view a report, click the DMIS ID corresponding to the Report you want to validate**

**Use Edit Report function to change data**

**To approve the report, click the box in the right-most column**

**Then click the Validate Data button at the bottom**

**Select Report Type, Fiscal Year, and Quarter, then click Retrieve button to generate report**



# View Current Reports Page MTF User View

Uniform Business Office - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail My Yahoo! Personals Games Music Sign In

Address http://www.ubometrics.org/index.asp

Y! Search Web NEW Toolbar Update

## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Redstone Arsenal (Fox Army Health Clinic) Current Report					
Branch:	Army				
Region:	South East				
DMIS ID:	0001				
Name:	Altarum				
Report:	Inpatient				
Fiscal Year:	Choose				Retrieve

Select Report Type, Fiscal Year, and Quarter, then click the **Retrieve** button to generate report



# Rolled-Up Reports Page

Uniform Business Office - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail News RSS Feeds

Address http://204.106.16.73/UBO/index.asp Go

## Uniform Business Office • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports **Rolled Up Reports** Change Password Help Desk

[Logoff](#)

Rolled Up MTF Third Party Collections Report					
Branch:	Choose ▾				
Region:	South East				
DMIS ID:	None ▾				
Name:	Altatum				
Report:	<input type="checkbox"/>	Fiscal Year:	None ▾		<input type="button" value="Retrieve"/>

Choose **Branch** to begin generating reports.

Done Internet

start Uniform Business ... Annual Conference Tom White - Inbo... Microsoft PowerP...

3:42 PM

Select a Service Branch and DMIS ID

Next select a Report Type, Fiscal Year, and Quarter

Then click the **Retrieve** button to generate report



# Change Password Page

Uniform Business Office - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail My Yahoo! Personals Games Music Sign In

Address http://www.ubometrics.org/index.asp

## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports **Change Password** Help Desk

**Logoff**

Password Administration	
User Id:	Altarun
Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Exit"/>	
<i>Your password should be at least 4 characters in length and no longer than 8.</i>	

At first time login, user will be prompted to enter

Note: Password is case sensitive





# Helpdesk Page

**Uniform Business Office • Metrics Reporting System**

Getting Started | Add Report | Edit Report | View Current Reports | Rolled Up Reports | Change Password | Help Desk

Logoff

Double-check your phone number and e-mail address so we can contact you

Click **Submit** to save and send the trouble ticket information to the UBO Helpdesk

HelpDesk Trouble Reporting Tool	
Name:	Altarum
Dmis ID:	0001
User ID:	Altarum
Phone Number:	
Email:	
Error Location:	Choose <input type="button" value="v"/>
Description:	<div></div>
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

Choose **Location** where the error occurred

Describe the problem you are having

Message will be sent to the UBO Help Desk



# Security Upgrades

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- The key reason for upgrading the Metrics Reporting System/DD 2570 is to protect the system from cyber attacks and to keep the system DoD Information Assurance Certification and Accreditation Process (DIACAP) compliant



# Upgrades for Users

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- Errors in the users reports will be highlighted to indicate which cells need correcting
- Users who report on several DMIS IDs will no longer need multiple user IDs and passwords
- Users will be able to view the entire report when editing (e.g., correcting errors, updating visits)



# Planned Training & Implementation Date

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- Webinar training for users in March 2011
- Planned implementation of the upgraded MRS is the second quarter reporting period for FY 2011



# Contact Information for Technical Support

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UBO Helpdesk

[ubo.helpdesk@altarum.org](mailto:ubo.helpdesk@altarum.org)

703-575-5385